

# CalSAWS

California Statewide Automated Welfare System

## Design Document

CA-214161

Phase 2 ACL 11-80 - CalWORKs New & Revised  
Overpayment Notice of Action Messages

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
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# 1 OVERVIEW

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This SCR is to create the following overpayment notices: M44-352C / M44-352D / M44-352G from the latest state version and ACL 11-80.

## 1.1 Current Design

Currently, there are no NOAs that address the discovery of an overpayment without an accompanying grant reduction or to notify the participant that grant adjustment will begin on a previously noticed overpayment. In addition, several Overpayment and adjustment NOAs contain information that is unclear and incorrect.

## 1.2 Requests

1. Phase 2: Revised/create text and templates for the NOAs below:
  - a. M44-352C – Overpayment Recovery – Change
  - b. M44-352D – Overpayment Recovery – Change
  - c. M44-352G – Demand Overpayment – Change

## 1.3 Overview of Recommendations

1. Create and add the following NOAs to the template repository in English, Spanish, Chinese, Russian, Vietnamese, and Cambodian (Only for 352C and 352D):
  - d. M44-352C – Overpayment Recovery
  - e. M44-352D – Overpayment Recovery
  - f. M44-352G – Demand Overpayment

## 1.4 Assumptions

1. These new NOAs are only added to the template repository with this effort. Future SCR CA-222902 has been created to automate these forms.
2. M44-350A NOA was originally to be implemented with this SCR; however, it has been removed from this SCR since CalSAWS currently generates a dynamic NOA with the same verbiage with the same trigger conditions.
3. The state has provided only the specified languages for the forms; therefore, only those languages will be implemented with this SCR.

## 2 RECOMMENDATIONS

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Create the new NOAs below (1-3) and add them to template repository:

1. M44-352C – Overpayment Recovery
2. M44-352D – Overpayment Recovery
3. M44-352G – Demand Overpayment

### 2.1 Creating New Form M44-352C – Overpayment Recovery – Change

#### 2.1.1 Overview

M44-352C (11/11) - Overpayment Recovery is an informational NOA when the CalWORKs grant will be reduced due to an overpayment from another case.

**State Form/NOA:** M44-352C (11/11)

**Programs:** CalWORKs

**Attached Forms:** None

**Forms Category:** NOA

**Template Repository Visibility:** LA County

**Languages:**

English, Spanish, Chinese, Russian, Cambodian, & Vietnamese

#### 2.1.2 Create M44-352C – Overpayment Recovery Form XDP

A new XDP will be created for the M44-352C – Overpayment Recovery form.

**Form Header:** CalSAWS Standard Header (Header\_1\_EN)

**Form Title:** Overpayment Recovery

**Form Number:** M44-352C

**Include NA Back 9:** Yes

**Imaging Form Name:** M44-352C Overpayment Recovery

**Imaging Document Type:** Notification/NOA

**Form Mockups/Examples:** See Supporting Documents #1

### 2.1.3 Add Form Control for the M44-352C

Add an Imaging Barcode for the M44-352C form.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

### 2.1.4 Add the M44-352C Form to the Template Repository

Add the M44-352C – Overpayment Recovery NOA to the template repository.

**Required Document Parameters:** Case Number, Customer Name, Language, Program

### 2.1.5 Add M44-352C Form Print Options and Mailing Requirements

The print options checked below will be available for this form.

BLANK TEMPLATE	PRINT LOCAL WITHOUT SAVE	PRINT LOCAL AND SAVE	PRINT CENTRAL AND SAVE	REPRINT LOCAL	REPRINT CENTRAL
Y	Y	Y	Y	Y	Y

The PRINT LOCAL WITHOUT SAVE option is only available when printing a blank template.

The PRINT AND SAVE options are only available when printing a document containing case or resource information.

#### **Mailing Requirements:**

Mail-To (Recipient): Applicant  
Mailed From (Return): Sending Office  
Mail-back-to Address: N/A  
Outgoing Envelop Type: Standard  
Return Envelope Type: N/A

#### **Additional Requirements:**

Special Paper Stock: N/A  
Enclosures: None  
Electronic Signature: No  
Post to SSP: Yes

## 2.2 Creating New Form M44-352D – Overpayment Recovery – Change

### 2.2.1 Overview

M44-352D (11/11) - Overpayment Recovery is an informational NOA when there's a CalWORKs overpayment on an existing caretaker relative case and is no longer in the Assistance Unit.

**State Form/NOA:** M44-352D (11/11)

**Programs:** CalWORKs

**Attached Forms:** None

**Forms Category:** NOA

**Template Repository Visibility:** LA County

**Languages:**

English, Spanish, Chinese, Russian, Cambodian, & Vietnamese

### 2.2.2 Create M44-352D – Overpayment Recovery XDP

A new XDP will be created for the M44-352D – Overpayment Recovery form.

**Form Header:** CalSAWS Standard Header (Header\_1\_EN)

**Form Title:** Overpayment Recovery

**Form Number:** M44-352D

**Include NA Back 9:** Yes

**Imaging Form Name:** M44-352D Overpayment Recovery

**Imaging Document Type:** Notification/NOA

**Form Mockups/Examples:** See Supporting Documents #2

### 2.2.3 Add Form Control for the M44-352D Form

Add an Imaging Barcode for the M44-352D form.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

### 2.2.4 Add the M44-352D Form to the Template Repository

Add the M44-352D – Overpayment Recovery NOA to the template repository.

**Required Document Parameters:** Case Number, Customer Name, Language, Program

### 2.2.5 Add M44-352D Form Print Options and Mailing Requirements

The print options checked below will be available for this form.

BLANK TEMPLATE	PRINT LOCAL WITHOUT SAVE	PRINT LOCAL AND SAVE	PRINT CENTRAL AND SAVE	REPRINT LOCAL	REPRINT CENTRAL
Y	Y	Y	Y	Y	Y

The PRINT LOCAL WITHOUT SAVE option is only available when printing a blank template.

The PRINT AND SAVE options are only available when printing a document containing case or resource information.

#### **Mailing Requirements:**

Mail-To (Recipient): Applicant  
Mailed From (Return): Sending Office  
Mail-back-to Address: N/A  
Outgoing Envelop Type: Standard  
Return Envelope Type: N/A

#### **Additional Requirements:**

Special Paper Stock: N/A  
Enclosures: None  
Electronic Signature: No  
Post to SSP: Yes

## 2.3 Create New Form M44-352G – Demand Overpayment – Change

### 2.3.1 Overview

M44-352G (11/11) – Demand Overpayment is an informational NOA for the CalWORKs participant that the balance is due in full or they need to submit a plan for repayment.



**State Form/NOA:** M44-352G (11/11)

**Programs:** CalWORKs

**Attached Forms:** None

**Forms Category:** NOA

**Template Repository Visibility:** LA County

**Languages:**

English, Spanish, Chinese, Russian, & Vietnamese

### 2.3.2 Create M44-352G – Demand Overpayment XDP

A new XDP will be created for the M44-352G – Demand Overpayment form.

**Form Header:** CalSAWS Standard Header (Header\_1\_EN)

**Form Title:** Demand Overpayment

**Form Number:** M44-352G

**Include NA Back 9:** Yes

**Imaging Form Name:** Demand Overpayment

**Imaging Document Type:** Notification/NOA

**Form Mockups/Examples:** See Supporting Documents #3

### 2.3.3 Add Form Control for the M44-352G Form

Add an Imaging Barcode for the M44-352G form.

Tracking Barcode	BRM Barcode	Imaging Barcode
No	No	Yes

### 2.3.4 Add the M44-352G Form to the Template Repository

Add the M44-352G – Demand Overpayment NOA to the template repository.

**Required Document Parameters:** Case Number, Customer Name, Language, Program

### 2.3.5 Add M44-352G Form Print Options and Mailing Requirements

The print options checked below will be available for this form.

BLANK TEMPLATE	PRINT LOCAL WITHOUT SAVE	PRINT LOCAL AND SAVE	PRINT CENTRAL AND SAVE	REPRINT LOCAL	REPRINT CENTRAL
Y	Y	Y	Y	Y	Y

The PRINT LOCAL WITHOUT SAVE option is only available when printing a blank template.

The PRINT AND SAVE options are only available when printing a document containing case or resource information.

#### **Mailing Requirements:**

Mail-To (Recipient): Applicant  
 Mailed From (Return): Sending Office  
 Mail-back-to Address: N/A  
 Outgoing Envelop Type: Standard  
 Return Envelope Type: N/A

#### **Additional Requirements:**

Special Paper Stock: N/A  
 Enclosures: None  
 Electronic Signature: No  
 Post to SSP: Yes

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	M44-352C Mockup	M44-352C_EN.pdf M44-352C_SP.pdf M44-352C_CH.pdf M44-352C_RU.pdf M44-352C_VI.pdf M44-352C_CA.pdf
2	Form	M44-352D Mockup	M44-352D_EN.pdf

			M44-352D_SP.pdf M44-352D_CH.pdf M44-352D_RU.pdf M44-352D_VI.pdf M44-352D_CA.pdf
3	Form	M44-352G Mockup	M44-352G_EN.pdf M44-352G_SP.pdf M44-352G_CH.pdf M44-352G_RU.pdf M44-352G_VI.pdf

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.6 CAR-1242	The LRS shall produce notices, NOAs, forms, letters, stuffers, and flyers, either generated by the LRS or initiated by COUNTY-specified Users, that may be sent to an applicant, participant, caregiver, sponsor, authorized representative, Vendor, landlord, and/or any other public or private individual or agency.	Create overpayment forms in English, Spanish, Chinese, Russian, & Vietnamese